

TERMS OF REFERENCE FOR SERVICE FOR ESTABLISHMENT OF LONG-TERM AGREEMENT (LTA)

Assignment: Establishment of Long-Term Arrangement for the provision of Emergency water trucking service (Upon request, and only when needed) for Syrian refugees' camps namely Zaatari, Azraq and Garden Camp.

Duration: Initially for 24 months (with possibility of extension for an additional 12 months subject to the contractor's satisfactory performance and need for the service)..

Start date: 1-December-2025

End date: 30-November-2027 (with possibility to be extend for more 12 months till 30 Nov 2028).

Reporting to: WASH Specialist/WASH officer.

1. JUSTIFICATION/BACKGROUND

UNICEF is engaged in the provision of critical emergency water supply and sanitation services, as part of its emergency response in the refugee camps. Zaatari camp, established in 2012, is the biggest camp, hosting nearly 65,000 Syrians refugees. Since the opening of Za'atari Camp, UNICEF has coordinated and led the WASH sector in the provision of essential water and sanitation services and has worked to establish and progressively improve the overall quality, sustainability and cost effectiveness of WASH services in Za'atari Camp.

The water supply system in Za'atari camp consists of 3 boreholes, two water supply pump stations, 9 distribution pump stations and 8 reservoirs. The water production of the boreholes within the camp is approx. 3,000 m³/d which is insufficient to cover the water needs over the year, especially during peak summer hot weather conditions, when the daily demand can increase up to 4,500 m³/d resulting in a deficit to be made up by external water supply sources, including water trucking.

Azraq camp is hosting approximately 39,000 Syrians refugees. Since the opening of Azraq Camp in 2014, UNICEF has coordinated and led the WASH sector for the essential water and sanitation services and has worked to establish and progressively improve the overall quality, sustainability and cost effectiveness of WASH services in Camp. The current water supply system comprises of 3 boreholes, 2 storage locations, distribution systems for each of the 4 villages of Azraq Refugee Camp and all service areas with over 300 communal tap stands. During hot summer and to cover the supply during emergencies Azraq camp may need additional water trucking to fulfil the camp's demand, therefore the need to have stand-by capacity to cover such requirements.

UNICEF is also providing humanitarian WASH assistance in Garden Camp located in Ramtha, which hosts approximately 600 refugees. With the population consuming between 25 to 30 m³ of water daily and generating between 15 to 20 m³ of wastewater daily. Though WASH services are managed through a local contractor engage by UNICEF, there is need for stand-by capacity for water trucking

capacity to supply water in Garden camp in case additional quantities are needed during hot summer and emergency periods.

UNICEF is seeking to engage a highly qualified company to implement and manage emergency external water supply services for Syrian refugee camps in Zaatari, Azraq, and Garden, when requested

2. OBJECTIVE, PURPOSE AND EXPECTED RESULTS

Overall Objective: To provide populations living in Syrian refugee camps (Za’atari, Azraq and Garden Camp) with safe, equitable and sustainable access to a sufficient quality of water for drinking, cooking and personal and domestic hygiene, by complementing the existing water sources and systems already established within the indicated camps.

Specific objectives: The specific output of the proposed contract is to provide safe drinking water to the indicated refugee camps, focused on covering the gaps between the overall water demand and existing sources through water trucking from authorized private boreholes,

It is envisaged that the above service will be required especially during summer and major maintenance works incurred at the camps’ internal boreholes, thus enabling UNICEF to respond within a few hours to water shortages/water cut-offs due to an emergency.

This will be a standby agreement where the contractor will be requested to supply water in the main water storage stations, institutions and households to cover emergency needs following specific requests made by UNICEF.

3. DESCRIPTION OF THE ASSIGNMENT – LOCATIONS AND SCOPE OF WORK

Locations of the project and access

Each refugee camp will have specific entry points for the provision of water trucking services.

- For Za’atari camp, the entry point will be located at the Eastern gate, where water will be received to cover storage stations (4,10 and 11), and Household water tanks for complaints cases.
- For Azraq camp, the entry points and delivery of water will be at the water storage locations at J4/J8 stations
- For Garden camp, the delivery will be directed at the water storage tanks located across the camp and within the shelter areas.

The Contractor should be aware that the project areas are refugee camps, and special permits must be granted to contractor’s staff by the Syrian Refugee Affairs Directorate (SRAD), camp management and the local authority. While the Contractor shall submit their permits requests through UNICEF, and not be in direct communication with SRAD, the Contractor remains with the responsibility on the timely request and issuance of such permits.

Bidders/contractors can only propose private wells that are approved and certified by Government in terms of water quality standards and providing recent water quality analyses by certified laboratory.

The contractor must supply water by trucks from the above indicated sources to the designated water storage tanks located in the mentioned refugee camps as per UNICEF's requirements and Jordan Standards for drinking water.

Scope of work – tasks and requirements

The contractor will be requested the following key tasks:

- Upon the request of UNICEF's focal point, and as needed, to guarantee a daily supply of agreed water volumes via water trucking to the designated water storage tanks located inside the refugee camp
- In Za'atari camp the delivery of water will be in designated concrete water storage tanks (WP10, WPS11 and WPS04). As per required, other schedule might be requested for emergency supply (WPS06 & WP09)
- All water delivery actions should be done through the installed inlets / couplings available at the indicated tanks, and proposed water trucks must have the necessary equipment to meet this requirement.
- Based on the needs, and as per requested by UNICEF, the contractor should provide water via trucking to selected institutions inside the camp (Schools, UNHCR, SRAD, Gendarmery, Clinics etc), and at household level, upon UNICEF's request.
- Upon UNICEF's specific request, the contractor may be requested to carry out internal distribution of water within the refugee camps, where the water trucks will be filled from the internal boreholes or water pump stations and distribute water to designated households or institutions. In such cases, the rate would include only the internal transportation and delivery refer to Item-3 in the budget for the specific rate to be provided by the contractor.
- Upon UNICEF's specific request, adjust in a timely manner the water quantities to be delivered to cover the indicated needs. Contractor should be able to increase or decrease water volumes to be delivered upon 24-hour notice from UNICEF.

Requirements and management of the water trucks

- The Contractor will be responsible for the identification and engagement of water trucks and drivers to deliver water as per the requirements indicated in these Terms of Reference. The Contractor will be responsible for the management of all necessary arrangements to fulfil the requirements of this contract by individual water truck drivers, including, but not limited to the items indicated above and the national labour regulations.
- To comply with the above requirements, the Contractor must provide proof of access to at least **7** trucks with calibrated volume of the storage tank. The calibration voucher should be issued and endorsed by approved weight bridge company / institutions. The Contractor must provide two, calibrations per year. The Contractor will establish a detailed list of trucks available for Zaatari, Azraq and Garden camps including both water truck and drivers' information. The contractor must provide complete truck registration, including the necessary authorizations by the Ministry of Health to transport drinking water. These documents must be renewed and provided to UNICEF at least once a year. In case of renewal of authorization, renewed documents must be provided within 1 month of expiration. In case this requirement is not complied with, such water trucks will not be approved to supply water under this contract, and UNICEF reserves the right to disapprove any delivery / payment of water being delivered by trucks which do not have the above indicated permits.

- The Contractor will be responsible for the management of water truck drivers, including registration and permits request for accessing the camp (see details below). All drivers shall have a driving licence suitable to drive trucks of such capacity – driving licence class 5 and 6.
- As part of the agreement requirements, and to ensure effective operations, UNICEF holds the rights to be fully involved in all subcontracting discussions, including price renegotiations, and must issue a no-objection statement before the Contractor engages in any sub-contracting with a third party. However, UNICEF's interaction will be with the lead / main Contractor, who will be contractually responsible to resolve any issues with sub-contractors.
- For the regular operation, the Contractor will coordinate with UNICEF to ensure necessary permits to all truck driver and facilitate truck drivers to access the required locations. The Contractor will also be responsible to get its own security permits. No water should be delivered through the engagement of ineligible drivers, and UNICEF will not pay for any operations which are not in compliance with the above eligibility requirements and reserves the rights to cancel the order and/or contract in case this requirement is not complied with.
- Ensure that all trucks have a clearly visible identification number, marked on the windshield, to facilitate trucks monitoring.
- Ensure that trucks drivers maintain trucks, pump hoses and couplings in well working conditions to avoid any leakage when offloading in the storage tanks. This is especially important to avoid damage in the water storage tanks when trucks are approaching the tanks and offloading. UNICEF reserves the right to refuse to pay for water delivered by trucks that are leaking or not in appropriate working conditions.
- Ensure that truck drivers deliver / offload water in the designated locations in a safe and adequate manner, as per UNICEF requirements. Any damage on the water stations or any other infrastructure of the camp, including but not limited to roads, manholes, pipes, caravans, etc., that are attributable to the improper work of the water truck drivers will be deducted to the contractor's payment. Any damage for third party, properties, injuries that occurs by the trucks or drivers managed by the Contractor will be under his full responsibility.
- Payment will be made based on the actual quantities delivered through the indicated delivery points, calculated according to the records of the water meters installed at the assigned storage stations
- The Contractor will be responsible to ensure a good working environment for the truck's drivers, and to address reasonable complaints. This aims to avoid any strikes from truck drivers that could potentially lead to disruption of the water delivery service. The Contractor must ensure the existence of a system for registering and addressing truck drivers' queries and complaints and monthly report should be provided to UNICEF.
- Ensure good communication to truck drivers about UNICEF water trucking requirements and that these are not guaranteed over the time. Constant information needs to be provided to trucks drivers about the potential reduction of water trucking activities depending on UNICEF's need.
- Contactor shall ensure that the driver loads the water from approved wells, as per his technical proposal to this tender, and that the voucher/bill for the specific water source is released to UNICEF staff for each truck delivering water. For Za'atari camp, this would be at the Eastern gate. Similar for Azraq camp, the delivery of water shall be at the water storage locations at J4/J8 stations; and for Garden camp at the water storage tanks locate across the camp. The contactor must monitor and verify the voucher/bill for the water source by endorsing it using the Contractor's stamp.
- UNICEF reserves the right to suspend the contract in the event truck drivers use other non-authorized water sources for water trucking or if unauthorized trucks are used for delivery of water to the camps.
- Ensure that truck drivers strictly comply with SRAD rules and restrictions.

Requirements for water sources

- The Contractor must present, as part of the response to this tender, a list of certified and approved boreholes from which water will be sourced for the fulfilment of this contract. Such certification and approvals must include all necessary documentation issued by the respective authorities (Ministry of Health, Ministry of Water and Irrigation, Water Authority of Jordan, etc.) certifying that the water source is approved and water is authorized for drinking water purposes. Through the implementation of the contract **the Contractor must ensure that the quantities that can be accessed from these boreholes will be sufficient to cover for the water quantity requirements under this tender, clarified within the ToR –Annex1**. The Contractor must ensure the requested quantities on a daily basis from the list of approved boreholes complying with the mandatory requirements for water quality. The Contractor will be fully responsible to ensure such boreholes are operational as needed in order to guarantee water to be available upon request, including connection to a backup generator to cover for the electricity cut offs. In any case, it's the Contractor's responsibility to comply with the requested quantities and cover any deficit.
- Bidders / Contractors must demonstrate that the water supplied from the proposed boreholes comply with Jordanian Drinking Water Standards; and the boreholes under their proposal are monitored by the Ministry of Health, as per the national requirements. Such boreholes must be fully licenced, and routine tests should be done in accordance with the Government of Jordan approved procedures. Borehole registration and approval documents must be presented every year.
- In case of renewal of licence for specific boreholes, registration documents must be provided within 3 months of expiration. In case this requirement is not complied with, water from such boreholes cannot be supplied into the camp.
- In case there is need for a replacement on any of the boreholes approved at the start of the contract, the same requirements than for the original tender are required (presenting the respective BHs certificates of approval for water quality by MoH / MoWI), before the acceptance of any alternative water source.
- In addition to the MoH audits and water quality monitors on the proposed boreholes, UNICEF, in coordination with MoH, may require extra monitoring indicators, as stated in the in the Water Quality Monitoring Plan (Annex 4).
- The Contractor must conduct quarterly microbiological tests for the proposed boreholes including the total coliforms and e-coli tests at a rate of two samples from each borehole (one from the raw water and another from the storage tanks after the treatment), the tests should be done in the laboratory of the Royal Scientific Society, Water Authority of Jordan or Ministry of Health, and the samples should be collected by the laboratory representative. Laboratory reports must be submitted to UNICEF within one week

Monitor, control and report the daily quantity of water supplied to Zaatari, Azraq and Garden camps through water trucking This implies as a minimum the following:

- The Contractor shall dedicate one staff assigned at the water source to record the number of trucks filling water from the source. Staff will be responsible to record the truck identification number; the volume of water filled at the truck and inform to the UNICEF focal point so this volume can be verified at the assigned delivery station. Staff must record water characteristics at source (FRC and Turbidity), as per the requirements of Water quality and any other tests that could be requested by UNICEF.
- The Contractor shall dedicate one staff to monitor and record the water delivery at destination in the camps. Staff will be responsible to monitor the number of trucks and water volumes offloaded in the **water tanks** at the respective refugee shelters and institutions and will be

responsible to ensure a safe and adequate offloading of water from the trucks. Water trucks will be equipped with flexible HDPE pipes and will pump water to the storage tanks. In addition, all trucks should be equipped with flow meters provided by the contractor, approved and calibrated by UNICEF

- The Contractor's staff must guarantee adequate offloading (with no or minimum leakage from truck pump hoses) and must ensure that water trucks are managed in a patient and adequately manner, waiting their turn to offload. The dedicated staff member on site shall coordinate with UNICEF focal point / staff who will conduct the water quality checks to record water quality at the delivery point: TDS, Turbidity, Ammonia, PH and FRC
 - Contractor must ensure that water delivered has the adequate chlorine levels. This may include, subject to the confirmation of the chlorine concentration at the delivery point, that contractor chlorinates the water before offloading at the stations, as needed and or requested by UNICEF.
 - The Contractor should compile and submit daily and weekly reports to UNICEF, covering the total volumes of water supplied to the camps.
 - UNICEF will consider the installed Electrical Meters at filling points as the reference of delivered **bulk trucked water** quantities.
 - The contractor must ensure that water is sourced from approved boreholes and certified by MoWI and MoH (see above for submission of certification documents for boreholes).
- **Guarantee a timely and consistent communication with UNICEF staff** about operations and challenges, both at Amman and camp level. Contractor's project manager should attend meetings with local authorities, Govt officials or partners in Zaatari/Azraq/Garden Camps upon UNICEF's specific request.

4. DELIVERABLES:

- a) **Guaranteed supply of the agreed volume of safe drinking water, on a daily basis, 7 days a week to Za'atari Camp only when requested by UNICEF.** The daily volume of water can vary upon UNICEF's request, but the contractor can be asked to supply up-to 1,700 m³ per day in peak summer and for emergency needs. Complementarily, the contractor may be asked to supply water based on the need in Azraq and Garden during hot summer season and emergency period.
- b) the Contract will be responsible for the direct management of all truck drivers, ensuring that:
 - 1. truck drivers have driving permits and licence to operate in the area,
 - 2. have adequate working conditions by ensuring proper coordination between the truck drivers, UNICEF focal point, BHs operation contractor. Contractor will be responsible for the issuance of required permits and ensuring working within the accepted hours by CM/SRAD (usually between 6:00 am up-to sunset)
 - 3. truck drivers maintain their trucks on excellent operational conditions to avoid any leakage of water (from the tank, and from the pumps hoses).
 - 4. Environmental impact is minimized, restoring any disrupted land or vegetation post-the delivery of water in the quantity and quality requested by UNICEF under this contract.

C) Other responsibilities by the Contractor and additional considerations.

- Maintain a close communication with all parties (UNICEF, truck drivers, camp management and local administrative authorities) and be responsible to manage all demand and complaints from water truck drivers.
- The Contractor shall assign a dedicated project manager and operations officer, as per the qualifications indicated in these Terms of Reference, to handle the operations in Zaatari camp. Their duty office will be at Eastern gate. Other staff preferable for the administration and finance to support/work from the contractor's main office.
- UNICEF will facilitate an area to be used by contractor's project manager and operations officer at the eastern gate in Za'atari camp with sufficient space to conduct the needed activities, however office equipment, caravan, electricity, furniture, stationeries and other logistical requirements for operating from such location are the Contractor's responsibility.
- All communications with the drivers and the distribution plan shall be arranged by the contractor's operations officer at the Eastern gate. Contractor's focal point must be present at the gate during the daily operations and in each trip. The Project Manager shall be present in Za'atari camp 3 days a week as minimum, and in other locations as per requested by UNICEF.

5. REPORTING REQUIREMENTS

- The contractor shall record all daily data for water delivery: Number of trucks, ID number, plate number and volume of water per truck, at water source filling point. This needs to be recorded specifically per each water source
- Number of trucks, ID number, plate number and volume of water per truck, at delivery point (water storage tanks at Za'atari, Azraq and Garden camps, respectively).
- Total daily quantity of water supplied, including water quality testing results, in compliance with the characteristics as per indicated above.

The above daily details must be summarized in a weekly report to be submitted to UNICEF, as per the agreed reporting format. UNICEF will proceed to the validation of weekly water delivery reports that will be used to proceed for payments to the contractor.

6. DURATION OF THE LONG-TERM ARRANGEMENT

This agreement will be awarded for a 24-month period, renewable for an additional 12 months based on the need and operational requirements as well as contractor's satisfactory performance.

7. OFFICIAL TRAVEL INVOLVED

NOT APPLICABLE.

8. AGREEMENT MANAGEMENT

Operational, technical and administrative management of the agreement management:

- While the operationalization of provision of services under this Long-term Arrangement (LTA) is to be managed by the UNICEF WASH section, Supply Unit will remain to be the focal point for the LTA financial and commercial queries and correspondence, including amendments.

- Work can only commence once UNICEF issues a service contract.

9. FREQUENCY OF PERFORMANCE REVIEWS AND PERFORMANCE INDICATORS

The key performance indicators to evaluate the contractor performance will be:

- No. and % of days the agreed volumes of water are supplied to agreed locations (target of 100 % during the entire agreement period)
- % of compliance of water samples with water quality standards as per the parameters indicated in these Terms of Reference (target of 100%)
- Number of strikes from water trucks drivers (Target of Zero)
- Quality of field monitoring, especially ensuring a safe offloading of water trucks in UNICEF water storage tanks.
- Timeliness, quality and accuracy of daily data recording and weekly reports; clarity and accuracy of contractor's invoices for payments.
- Availability of the contractor's staff (project manager and field officer) on site, quality and responsiveness
- Number of incidents related to PSEA (Prevention of Sexual Exploitation and Abuse), IBVs (Incentive Based Volunteers) complaints, or failure to adhere to permit procedures (Target of Zero)
- Number of cancel trucks due to failure in the water quality (WQ) (Target of Zero cancelations)
- Number of trucks with leakages (target of Zero)
- Applying required safety measures including project staff and camp residence.

Those indicators will be used by UNICEF staff to evaluate the performance of the LTA holder on a daily basis.

10. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

The bidder should have established credibility in working in the humanitarian, development and/or municipal context.

The bidder must have experience in working in insecure environments and needs to be able to obtain permits from the Jordanian government to access the project locations.

A. Requirements and experience

- Legally registered, preferable to conduct business for provision of potable and safe water trucking service in Jordan (provide registration certificate by the Ministry of Industry, Trade and Supplies and certificate of incorporation by Companies Control Department).
- Proven capacity to deliver water (provide evidence of the size and number of water trucking trucks under contractor management)
- Minimum of 2 years of experience in provision of safe water via water trucking services and ensuring water quality especially in vulnerable population localities and emergency responses (provide evidence).

Key staff to mobilize:

The list of staff and qualification below is indicative, but the bidder should make sure that his proposed team to be onsite when UNICEF requests any quantities of water, the team should include at minimum:

- **1 project manager**, based in Za'atari. Her/His main tasks include, but are not limited, to:
 - ✓ Planning and scheduling of water delivery, including allocating the necessary resources efficiently,
 - ✓ Manage and coordinate all logistic requirement with drivers, operation and monitors team
 - ✓ Oversee drivers, technicians and support staff.
 - ✓ Monitoring the budget and contract progress.
 - ✓ Communicate with concerned partners and handle all related complaints.
 - ✓ Monitoring and reporting of all delivered water amounts
 - ✓ Ensure adherence to health, safety, and water quality standards.
 - ✓ Oversee maintenance and ensure appropriate working condition for materials, equipment and other resources (i.e. water trucks, meters).
 - ✓ Schedule repairs and inspections as per required to ensure the appropriate quality in the delivery of services under the contract and / or upon UNICEF request.
 - ✓ In case of any disruption or incident which deviates from the normal operation / activities within the Contract, generate any incident reports that are required within 24 hours
- **1 water operations officer) based in Zaatari**. S/He will be responsible to oversee the entire water provision operation (trucked water either from outside or within the camp). S/He will be UNICEF's main focal point in Zaatari and Azraq, Garden camps.
- **1 water trucking field monitor at water source**. Staff must be onsite over the time water trucks are filling with water and needs to record all requested data as per indicated in these Terms of Reference.

11. PROPOSED PAYMENT METHODOLOGY

UNICEF will pay the Contractor against actual volumes of water delivered on site to any of the Refugee Camps, as per the rates agreed under this LTA.

The volumes of water to be paid will be double checked through the vouchers registered at the delivery point and through the flow meters at stations. UNICEF will proceed with payment based on the quantities registered by the UNICEF installed meters, confirmed through the above process.

Every week, UNICEF will certify the volumes of water delivered, the locations of source of water, and locations of delivery points. Based on this weekly certified report, the contractor will establish a monthly invoice to be paid by UNICEF to the contractor.

The unit prices that UNICEF and the contractor will have to agree on are as following (see BoQ in Annex -1):

- Unit cost in JOD of 1 cubic meter (m3) of trucked water supplied to the **Zaatari camp's water storage tanks** from the boreholes proposed by the contractor, located outside the camps.
- Unit cost in JOD of 1 cubic meter (m3) of trucked water supplied to the **Zaatari camp's institutions** (Schools, SRAD, UNHCR, etc.) and Households (if and as per requested) from the boreholes to be proposed by the contractor, located outside the camps.
- Unit cost in JOD of 1 cubic meter (m3) **for transportation of water only** via trucking, to be delivered to institutions (Schools, SRAD, UNHCR...) and/or household, and/or storage tanks at the pump stations etc.) from the internal boreholes / filling stations inside **Zaatari camp**.
- Unit cost in JOD of 1 cubic meter (m3) of water supplied via water trucking to **Azraq camp's** water storage tanks from the boreholes to be proposed by the contractor, located outside the camps.
- Unit cost in JOD of 1 cubic meter (m3) **for transportation of water only** via trucking, to be delivered to institutions (Schools, SRAD, UNHCR...) and/or household, and/or storage tanks at the pump stations etc.) from the internal boreholes / filling stations inside **Azraq camp**.
- Unit cost in JOD of 1 cubic meter (m3) of water supplied via water trucking to **Garden camp** storage tanks from the boreholes to be proposed by the contractor, located outside the camps.

Based on the unit costs, the Contractor and UNICEF will agree on the payments based on total and actual volume of water delivered (Please refer to Annex1- to submit financial proposal)

The Contractor must reflect in his prices all related cost for the water trucking operation, including water truck drivers' payments, trucks maintenance, water bill to Water Company, Governmental official fees, water quality test, etc. UNICEF will not pay any additional cost from the agreed unit prices.

- Payment will be made only upon UNICEF's acceptance of the work performed.
- The terms of payment are Net 30 days, after receipt of invoice and acceptance of work. Payment will be made by bank transfer in the currency of billing.
- Subject to the full and satisfactory performance of the Services, the Contractor shall issue invoices to UNICEF in accordance with the requirements.

12. STRUCTURE AND EVALUATION PROCESS OF THE PROPOSAL

A two-stage procedure shall be utilized in assessing the proposals, with an assessment of the technical proposal being completed prior to any price proposal being compared.

Each proposal should include a technical and a financial proposal that should be submitted as separate documents in separate emails.

Each proposal will be assessed first on its technical merits (including by reference to legal requirements) and subsequently on its price. In making the final decision, UNICEF considers both technical and financial aspects.

The Evaluation Team first reviews the technical aspect of the offer followed by the review of the financial offer of the technically compliant bidders.

The proposal obtaining the highest score overall, after adding the scores for the technical and financial proposals, is the proposal that offers best value for money and will be recommended for the award of the agreement.

Applications shall therefore contain the following required documentation:

I. Technical proposal

- Company Profile
- Company structure with staffing
- Key staff CVs and professional profile (project manager /field monitor/ operation officer)
- Registration certificate and certificate of incorporation
- List of ongoing services or similar nature with reference provided
- Methodology/approach and workplan on how the company will carry out the tasks including management,
- Quality assurance and risk mitigation measures,
- Environmental and Social Management Plan
- List of equipment (Trucks with technical specifications such as loading capacity and materials to be deployed). If not owned, contract entered with a company.
- Proof of 3 similar assignments with references
- Any other relevant documents

II. Financial Proposal

The financial proposal should include a price list as per the 'Annex A' MS Excel templated provided by UNICEF with the Request for Proposal. Price lists provided in any other formats will be considered INVALID.

Please refer to Annex A for detailed list of items.

Note: Field Visits as part of the proposal preparation and before submission are MANDATORY:

- The purpose of the field visit is to provide interested bidders with an opportunity to inspect the site and clarify any doubts or information provided in the solicitation documents.
- The field visit will take place before tendering close dates (specific dates to be defined within tender announcement). The site visits will cover Zaatari Camp (Mafraq Governorate) and Azraq and Garden camps (Irbid Governorate).
- Interested vendors for the field visit shall send UNICEF the information of the intended visitors 7 days before the proposed day of the visit. Information must include copy of valid vehicle

license, copy of valid driving license for the person driving the vehicle and copy of the ID for other personnel who will join the visit.

UNICEF will support the processing of the permits for the visit; however, will not be responsible for any delays arising from wrong information or changes in the visitors' details before the deadline for submission of such information.

13. REQUEST FOR PROPOSAL EVALUATION WEIGHTING CRITERIA

Section A. Preliminary evaluation of proposals: Pass / Fail

The technical evaluation team will carry out the preliminary evaluation to eliminate proposals not complying with mandatory (pass/fail) criteria/requirement, if any. The mandatory requirements are:

Preliminary Evaluation Questions	Result
1. The company is legally registered including: - minimum valid copies of Certificate of Incorporation, - Trade license from the Ministry of Trade and Industry and	Pass / Failure
2. Registration reference at UNGM (United Nations Global Market Place) – If not, companies are encouraged to register in the below link to the UNGM and provide UNGM reference: https://www.ungm.org/Account/Registration	Pass / Failure
3. Agrees to adhere to the General Terms and Conditions of UNICEF	Pass / Failure

Based on the supporting documents and the acceptance (Pass) of the vendor through the preliminary evaluation above, UNICEF technical team proceed to evaluate the vendor technical proposal using the below criteria.

Section B: Technical proposals (max.50 points)

The scoring for the respective Technical and Financial offers shall be as follows:

Technical - 50% and Financial - 50% = Total - 100%

The Technical section of the proposal should be submitted in English. All other sections should be annexed. All sections (components) of the proposal will be evaluated and weighted. The proposal should be found technically sound.

The technical proposal (50%) should contain, at least, the following:

Technical Evaluation Criteria (Technical Evaluation = maximum 50points)

The Minimum technical score for Technical Evaluation required for passing will be 35 points (70% of 50 points).

Category	Points (50 max)
Company Profile	4
• Company profile	2

Legally registered for provision of potable and safe water trucking service in Jordan	2
Company experience	8
- Evidence of Company experience; have proven experience of at least 2 years of experience in Water Trucking services. Details of contracts and positive references for works undertaken of similar medium to large scale water trucking for: (Less than 1 years – 2 points), (between 1-2 years –4 Points), (2 years and above –6 points). - Company has previous experience in Refugee camps preferably in northeast Jordan	6
Human Resources	8
Organization structure and capabilities.	4
Proposed structure and composition of the team and their experience for the assignment and the key staff experience.	4
Methodology of Operation	30
Methodology of work, Clear demonstration of the performance and operational efficiency including emergency response readiness	8
Quality of the proposed workplan with detail schedule of activities	6
list of 7 water trucks be mobilized for the project.	3
Monitoring and quality assurance process in place (water quality control procedures, monitoring and supervision, complaint handling)	5
Risk Assessment Matrix and mitigation measures including environmental safeguards	4
Health and Safety Plan in place	4

Section C: Financial Proposal (50%)

Financial Evaluation (maximum 50 points)

The financial proposal needs to be submitted in against the BoQ provided by UNICEF (see Annex -1), and will be assessed as per the unit prices offered

The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited contractors which obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price.

14. LONG TERMS AGREEMENTS (LTAS) REQUIREMENTS

- a. Long Term Agreement are contractual instruments whereby a supplier agrees to fix prices for a defined period for goods and services that are required by UNICEF on a recurring basis. This process has been designed to avoid repetitive competitive procurement process which would reduce the lead-time for delivery of the required services/works.
- b. Notwithstanding any agreed discounts, prices offered by bidders, shall constitute maximum ceiling prices and shall remain fixed during the validity of the LTA.
- c. The resulted LTA awarded to the winning bidder (s) resulting from this tender shall be valid for an initial period of 24 months and may be extended for an additional 12 months subject to the contractor's satisfactory performance and need for the service.

- d. The LTA shall be nonexclusive and carry no commitment, expressed or implied, of any minimum off-take, and will not accord any exclusivity to the contractor/Supplier.
- e. UNICEF has the right to terminate the LTA or reduce the office coverage in terms of details of the service to be provide or office location.
- f. During the term of an LTA, based on the need and requirements, UNICEF JCO shall issue Corporate Contracts to the LTA holder (s) and, with reference to the LTA, setting out the requirements and other instructions for the delivery of the services/works. It has to be noted that it is the contract(s) issued under the LTA and not the LTA itself that constitutes a legally binding contractual agreement.
- g. The LTA holder (s) agree to provide the work to UNICEF pursuant to the Corporate Contracts received during the term of the LTA, which shall conform to the description of the scope of work and the prices specified in the LTA.

15. CONDITIONS

- The contractor will use its/his/her own office resources and materials in the execution of this assignment. The contractor's fee shall therefore be inclusive of all office administrative costs
- The service provider shall be responsible for delivering orders in accordance with the written request/order Please also see UNICEF's General Terms and Conditions attached with the tender document for details

ANNEX 1- Financial Offer BoQs:

The Financial offer will have to include a unit rate per cubic meter of the water supply by trucking as explained in the description of scope as per the details in the Terms of Reference. The rates should be submitted as per the below table:

Supply of water via water trucking

Item Description	Unit	Unit Rate (JOD)	Evaluation and weighting criteria
Unit cost in JOD of 1 cubic meter (m3) of trucked water supplied to the Zaatari camp's water storage tanks from the boreholes to be proposed by the contractor, located outside the camps.	Cubic meter		50%
Unit cost in JOD of 1 cubic meter (m3) of trucked water supplied to the Zaatari camp's institutions (Schools, SRAD, UNHCR, etc.) and Households (if requested) from the boreholes to be proposed by the contractor, located outside the camps.	Cubic meter		20%
Unit cost in JOD of 1 cubic meter (m3) of trucked water transportation delivered to institutions (Schools, SRAD, UNHCR...) and/or household, and/or storage tanks at pump stations etc.) from the internal boreholes / filling stations inside Zaatari camp .	Cubic meter		15%
Unit cost in JOD of 1 cubic meter (m3) of water supplied to Azraq camp's water storage tanks form the boreholes to be proposed by the contractor, located outside the camps.	Cubic meter		7%
Unit cost in JOD of 1 cubic meter (m3) of water transportation delivered to institutions (Schools, SRAD, UNHCR...) and/or household, and/or storage tanks at pump stations etc.) from the internal boreholes / filling stations inside Azraq camp .	Cubic meter		3%
Unit cost in JOD of 1 cubic meter (m3) of water supplied to Garden camp storage tanks from the boreholes to be proposed by the contractor, located outside the camps.	Cubic meter		5%

ANNEX 2: Tentative Water Amounts in Zaatari Camp

Quarter	Expected Daily Average of Supply to storage tanks Q (m3),	Expected Daily Average of institutions Supply Q (m3)
Jan	0	75
Feb	200	75
Mar	500	80
Apr	800	85
May	1000	85
Jun	1100	95
Jul	1200	110
Aug	1200	110
Sep	1200	95
Oct	1100	95
Nov	800	85
Dec	0	75

- Above figures were set according to the past historical data and UNICEF is not committed to it as it may be increased / reduced depends on the camp water needs, monthly plan will be sent to the contractor accordingly.
- UNICEF may request for HHs supply and based on the needs (in summer it may reach 400m3 daily)
- UNICEF may ask for increase the supply quantity through the external trucks in case any failure / low productivity of the internal boreholes.
- The water supply for Azraq and Garden Camps is less likely to be requested. It will be based on the needs / emergency

ANNEX3- Contractor project staff qualifications and skills

Project manager skills and qualifications

- 2 years of experience in project management (logistics, supply, fleet)
- Knowledge and understanding of water supply through trucks, including the equipment, and processes involved in trucking water and the water quality.
- Strong project management skills, including the ability to plan, execute, monitor, and control project activities effectively.
- Excellent communication and interpersonal skills to interact with stakeholders such as clients, vendors, and team members including the tankers. This includes the ability to communicate technical information in a clear and concise manner.
- Demonstrated leadership skills to oversee the project team, motivate members, and delegate tasks efficiently to ensure timely completion of project deliverables.
- Proficiency in identifying potential risks and creating risk mitigation strategies to minimize project delays or failures.
- Experience in managing project budgets, monitoring expenses, and ensuring adherence to cost constraints.
- Analytical and critical thinking abilities to identify problems, define solutions, and make sound decisions to resolve issues that arise during the project.
- Effective time management skills to prioritize tasks, meet deadlines, and ensure the project progresses as planned.
- Familiarity with applicable regulations and permits related to trucking water supply to ensure project compliance with legal requirements.
- Reporting and analysis

Water trucking operations officer skills and qualifications

- Operational Knowledge, in-depth understanding of trucking water supply operations, including knowledge of water sources, treatment processes, distribution systems, and transportation logistics.
- Field Experience, Relevant experience working in field operations in Zaatari camp, preferably in the water supply, to understand the practical aspects of water trucking and supply chain management.
- Strong leadership qualities to oversee drivers and subcontractors, manage resources efficiently, and ensure operational tasks are carried out effectively.
- Clear and concise communication skills, ensuring effective coordination and collaboration.
- Ability to quickly identify and resolve operational issues that may arise during the project, ensuring smooth operations and minimal disruptions.

- Comprehensive knowledge of safety protocols and procedures to ensure the well-being of field personnel and adherence to refugees camps specific safety standards.
- Basic technical understanding of the equipment and technology used in water trucking operations.
- Strong Reporting skills

Water truck field monitor at water source skills and qualifications

- Operational Knowledge, in-depth understanding of trucking water supply operations, including knowledge of water sources, treatment processes, distribution systems, and transportation logistics.
- Strong leadership qualities to oversee drivers and subcontractors, manage resources efficiently, and ensure operational tasks are carried out effectively.
- Clear and concise communication skills, ensuring effective coordination and collaboration.
- Ability to quickly identify and resolve operational issues that may arise during the project, ensuring smooth operations and minimal disruptions.
- Water quality knowledge and understanding the standards
- Basic technical understanding of the equipment and technology used in water trucking operations.
- Data accuracy and reporting

Water field monitor at outsourcing connected water source /skills and qualifications

- Operational Knowledge, in-depth understanding of water supply operations, including knowledge of water sources, treatment processes and distribution systems.
- Clear and concise communication skills, ensuring effective coordination and collaboration.
- Ability to quickly identify and resolve operational issues that may arise during the project, ensuring smooth operations and minimal disruptions.
- Water quality knowledge and understanding the standards
- Basic technical understanding of the equipment and technology used in water borehole operations.
- Data accuracy and reporting

ANNEX 4- Water Quality plan

Please refer to the attached document